# Life Science Contamination Control Forum

The Latham Hotel
Washington, DC

February 11-13, 2003

## "Ensure bioburden control through efficient design models and carefully planned operational procedures."

Laboratory research and manufacturing depends on contaminant-free facilities and safe environments for both personnel and product.

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**ASHRAE member discount, see registration page for details.**

### Two Track Conference Program:

**Track One — Design and Engineering of Cleanroom Environments**

- Understanding cGMPs for contamination controlled environments
- Reducing risk of cross-contamination
- Design considerations – cost-effective approaches and future flexibility
- Designing efficient air handling systems and maintaining bioburden control
- Biological safety cabinets – construction and safety considerations

**Track Two — Personnel Management and Operation within Controlled Environments**

- Controlling bioburden when introducing humans into cleanroom environments
- Environmental monitoring and validation of cleanroom management practices
- Personnel protection from potent compounds
- Implementing control and safety practices – gloving, gowning, entry, behavior
- Cleaning issues and approaches

### Pre-Conference Workshop — February 11, 2003:

1:00pm - 5:00pm
**The Cleanroom for Life Sciences – Exploring the Essentials**

Moderated by: **AnneMarie Dixon**
**Cleanroom Management Associates, Inc.**

### Perspectives From Industry Leadership:

**Cleanroom Management Associates, Inc.,** AnneMarie Dixon – WG Leader, **IEST**
**Cleanroom Consulting, LLC,** Scott Mackler
**Eli Lilly and Company,** Gary Bird
**National Institutes of Health (NIH),** Frank Kutlak
**Baxter Corporation,** Thomas Barber
**Cintas Cleanroom Resources,** Jan Eudy – Technical Vice President, **IEST**
**Elan Pharmaceuticals,** Greg Andert
**Genentech,** Carole Genovesi
**Pfizer Global Research & Development,** Robert Sussman, Ph.D.
**Technovations Systems, Inc.,** Raj Jaisinghani
**Safebridge Consultants, Inc.,** Allan Ader, Ph.D., DABT
**Ardmac,** Conor Murray – Chairman, **Irish Cleanroom Society**
**Eastern Research Group/Labs21,** Chris Benjamin
**Chiron Corporation,** Jeff Regnier
**Filtration Group,** Gene Klingbeil
**Milliken & Company,** Creighton Kelly – WG Leader, **IEST**
**BFK Solutions,** Barbara Kanegsberg
**AdvanceTec,** Tim Loughran
**Baker Co.,** Dave Stuart, Ph.D.
**Dycem,** Tom Mulligan
**Rytec Corporation,** Don Grasso

**Media Partners:**

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**Further Industry Information:**

IEST®

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## Schedule-At-A-Glance

| | | |
|---|---|---|
| **Pre-Conference Workshop — Tuesday, February 11, 2003** | | |
| 1:00 | Registration | |
| 1:30 | Pre-Conference Workshop — The Cleanroom for Life Sciences – Exploring the Essentials | |
| 5:00 | Conclusion of Workshop | |
| **Day One — Wednesday, February 12, 2003** | | |
| 8:00 | Registration and Continental Breakfast | |
| 8:45 | Opening Remarks from the Conference Chair | |
| 9:00 | Panel Session – Industry Initiatives in Standards Compliance | |
| 10:00 | Morning Refreshments | |
| | **TRACK ONE — Design and Engineering of Cleanroom Environments** | **TRACK TWO — Personnel and Operations Management** |
| 10:30 | Opening Remarks from Section Chair | Opening Remarks from Section Chair |
| 10:45 | Applying Pharmaceutical cGMPs for Contamination Controlled Environments | Maintaining Contamination Control when Introducing Humans into Cleanroom Environments |
| 11:30 | Modular Concepts in Design Build | Regulatory Compliance for Contamination-Controlled Manufacturing Environments |
| 12:15 | Luncheon for Delegates and Speakers | |
| 1:30 | Reducing Cross-Contamination Risk in Life Science Cleanrooms | Controlling Bioburden in Life Science Cleanroom Environments |
| 2:15 | Energy Efficient Laboratory Design – The Louis Stokes Laboratories – NIH Building 50 | Environmental Monitoring of Cleanrooms |
| 3:00 | Afternoon Refreshments | |
| 3:30 | Cleanroom Refurbishing – Cost-Effective Planning for Future Applications | Validation of Microbial Air Sampling |
| 4:15 | Laboratories for the 21st Century – Improving the Performance of US Laboratories | Approaches to Room Decontamination |
| 5:00 | Roundtable Sessions — GMPs, Design Approaches and Federal Regulations for Clearoom Consutruction | Roundtable Sessions — Environmental Monitoring of Cleanrooms |
| 5:45 | End of Day One | |
| **Day Two — Thursday, February 13, 2003** | | |
| 8:00 | Registration and Continental Breakfast | |
| | **TRACK ONE — Design and Engineering of Cleanroom Environments** | **TRACK TWO — Personnel and Operations Management** |
| 8:45 | Opening Remarks from Section Chair | Opening Remarks from Section Chair |
| 9:00 | State of the Art Airflow Design in Cleanrooms and Control of Airborne Bioburden | Personnel Protection from Potent Compounds |
| 10:00 | | Health-Based Containment Approaches to Surface-Level Potent Compounds |
| 10:30 | Morning Refreshments | |
| 11:00 | Controlling Airborne Particulate and Associated Risk – A CDC Laboratory Case Study | Implementing Control and Safety Practices within Cleanroom |
| 11:45 | Filtration Models for Controlled Environments | |
| 12:30 | Luncheon for Delegates and Speakers | |
| 1:45 | Validation of Airflow Systems | Cleaning Issues and Approaches |
| 2:30 | Biological Safety Cabinets | |
| 3:15 | Afternoon Refreshments | |
| 3:30 | Flooring Approaches to Reduction of Foot-Borne Contamination | Roundtable Sessions — Toxicological Risk Assessment, Personnel Management |
| 4:15 | Roundtable Sessions — HVAC, Filtration and Air Handling Systems | |
| 5:00 | Conclusion of Conference | |

## Pre-Conference Workshop — Tuesday, February 11, 2003

1:00 Registration

1:30 Pre-Conference Workshop

**The Cleanroom for Life Sciences – Exploring the Essentials**
Within pharmaceutical, biotechnology and medical research organizations, the cleanroom concept means unique requirements, careful planning and design, compliance with federal regulations, and proper training for safety assurance. This opening workshop will explore the basics of contamination, and why the life science industry should be so concerned. What is a cleanroom? Where does contamination come from? Case histories will be applied to show consideration for all relevant contamination control issues:

- Awareness of federal regulations
- Sterility concerns for the life sciences
- Systems design and engineering
- Ongoing management and personnel approaches
- Standards and compliance monitoring

Facilitator: **AnneMarie Dixon**
**Cleanroom Management Associates, Inc.**
Working Group Leader, **Institute of Environmental Sciences and Technology (IEST)**

5:00 Conclusion of Workshop

## Day One — Wednesday, February 12, 2003

8:00 Registration and Continental Breakfast

8:45 Opening Remarks from the Conference Chair

9:00 Joint Panel Session

**Industry Initiatives in Standards Compliance**
Maintaining a contamination controlled environment starts with an understanding of federal regulations. This session will explore standards developments, including ISO 14644, and their impact on cleanroom environments. As organizations take on new efforts to maintain levels of safety, this session is designed to offer perspectives on current federal requirements, areas for concern and continued improvement.

Panelists:

**Gary Bird,** Senior Regulatory Consultant, **Eli Lilly and Company**

**Jan Eudy,** Corporate Quality Assurance Manager, **Cintas Cleanroom Resources**
Technical Vice President – Contamination Control Division, **Institute of Environmental Sciences and Technology (IEST)**

10:00 Morning Refreshments

**Conference Sessions Break into Two Focused Tracks**

### TRACK ONE SESSIONS — Design and Engineering of Cleanroom Environments

#### Section A — Concepts in Room Design

10:30

**Opening Remarks from Section Chair**

**Scott Mackler,** Principal Consultant
**Cleanroom Consulting, LLC**

10:45

**Applying Pharmaceutical cGMPs for Contamination Controlled Environments**
Design of building and equipment rely heavily on cGMPs, as well as careful evaluation of functional requirements and intended applications. This session will consider cGMPs, as well as operational procedures for continued upkeep of facilities.

- Recommended practices and international standards for cleanroom design
- Risk management and product quality considerations
- Advancements in life science contamination control applications – impact on cGMP's
  - Impact of scientific progress – gene therapy, tissue therapy, etc.

**Scott Mackler,** Principal Consultant
**Cleanroom Consulting, LLC**

11:30

**Modular Concepts in Design Build**

- Regulatory compliance and health and safety drivers
- Industry trends to meet 'time to market' and 'time to change' drivers
- Designing for optimum validation
  - Design qualification
  - Installation qualification
  - Operational qualification
- Converting performance obligations into acceptance tests
- Understanding FDA and EU regulatory guidelines and impact on airflow and HVAC models
- Architectural product selection
- Clean build protocols and construction techniques
- Commissioning and qualification issues
- Principles for controlling costs

**Conor Murray,** Technical Director
**Ardmac, Ltd.**
Founder and Chairman, **Irish Cleanrooms Society**

12:15 Luncheon for Delegates and Speakers

1:30

**Reducing Cross-Contamination Risk in Life Science Cleanrooms**

- Identifying sources of cross-contamination
  - Cleanroom entry points
    - Doors
    - Exhaust fans and air handling systems
    - Tools and equipment
- Approaches to minimize cross-contamination
  - Doors – high speed doors
  - HVAC approaches
  - Equipment sterility
  - Personnel practices

**Don Grasso,** President and Chief Executive Officer
**Rytec Corporation**

2:15

**Energy Efficient Laboratory Design – The Louis Stokes Laboratories – NIH Building 50**
The Louis Stokes Laboratories, Building 50, located at the National Institutes of Health (NIH) in Bethesda, MD, is a joint endeavor of the US EPA and the US DOE. The laboratories, which include several specialized biosafety areas, were completed for occupancy in April 2001. This session will explore the energy-efficient design and engineering of Building 50. Utilizing desiccant energy recovery heat wheels and VAV supply and exhaust systems, the lab consumes 40% less energy than a traditional research facility. Frank Kutlak, Architect and Project Officer the Building 50 project will examine the energy demands on laboratory buildings and offer feasible solutions to minimize energy consumption.

**Frank Kutlak,** Architect and Project Officer
**National Institutes of Health (NIH)**

3:00 Afternoon Refreshments

3:30

**Cleanroom Refurbishing – Cost-Effective Planning for Future Applications**

- Maintaining flexibility in design models for future projects
- Considerations with systems and components
  - Lighting
  - Airflow
  - Components
- Budgetary models and considerations of project worthiness
  - Front-end intelligence of future applications
  - Demanding flexibility from suppliers
- Risk management awareness for refurbished cleanroom environments
  - Ensuring process integrity and product quality

**Tim Loughran,** Managing Partner
**AdvanceTec**

## TRACK ONE SESSIONS — Design and Engineering of Cleanroom Environments

4:15

**Laboratories for the 21st Century — Improving the Performance of US Laboratories**
Labs21 is a joint US program designed to improve the performance of US laboratories. This session will outline the components of the program, discuss the environmental and economic benefits for participants, and identify the various ways organizations can become involved. Labs21 currently focuses on improving laboratory energy and water efficiency, encouraging the use of renewable energy sources, and promoting environmental stewardship. The program consists of three components: establishing voluntary partnerships with public agencies and private corporations, offering educational and training opportunities, and developing tools to facilitate innovative laboratory design and operation. Labs21 is also working to support lab-intensive industry sectors such as pharmaceutical and biocontainment laboratories. Tools include a criteria for evaluation the environmental performance of laboratories, benchmarking energy performance, case studies of high performance labs, and an interactive laboratory design guide.

**Chris Benjamin**
**Eastern Research Group**
Principal Contractor, **US EPA and Labs21**

5:00 Roundtable Sessions

**Roundtable Theme — GMPs, Design approaches and Federal Regulations for Cleanroom Construction**
At the conclusion of each conference day, participants will have the opportunity to review concepts addressed during the day's sessions, but in an informal, discussion-based environment. Small settings will allow for delegates to pose questions to speakers or other attendees and exchange ideas, comments, etc. These roundtables will be lead by speakers from previous sessions to ensure interactive discussion in a comfortable setting.

5:45 Conclusion of Day One — Track One Sessions

## TRACK TWO SESSIONS — Personnel and Operations Management

### Section D — Operational Aspects of Controlled Environments

10:30

**Opening Remarks from Section Chair**

**Jeff Regnier,** Director – Environmental Health and Safety
**Chiron Corporation**

10:45

**Maintaining Contamination Control when Introducing Humans into Cleanroom Environments**
While a heavy emphasis placed upon the design and engineering of cleanroom areas, human involvement is the primary source of contamination. Technology and systems design is important, but irrelevant without careful monitoring of human behavior. This session will explore the importance of personnel management, its necessary position within the corporate culture, and the long-term payoff of sound personnel safety procedures.

**Jeff Regnier,** Director – Environmental Health and Safety
**Chiron Corporation**

11:30

**Regulatory Compliance for Contamination-Controlled Manufacturing Environments**
- FDA requirements
- Contamination specifications
  - Materials
  - Equipment and components
  - Products
- Preventing contamination
  - Personnel approaches to contamination control
    - Training programs
    - Aseptic precautions
    - Gowning procedures

**VecTech Pharmaceutical Consultants**

12:15 Luncheon for Delegates and Speakers

1:30

**Controlling Bioburden in Life Science Cleanroom Environments**
- Monitoring airborne and process-level particulate
- Measurement approaches
- Real-time particulate monitoring with UV fluorescence

**Carole Genovesi,** Manager – Environmental Quality Control
**Genentech**

2:15

**Environmental Monitoring of Cleanrooms**
- Implementing environmental monitoring programs for sterility maintenance
- Developing an environmental monitoring program
- Monitoring and validation of cleanrooms
- FDA considerations
  - HEPA/ULPA filters
  - Airflow velocities
  - Water testing

**Thomas Barber,** Senior Director – Particle Sciences
**Baxter Healthcare, Inc.**

3:00 Afternoon Refreshments

3:30

**Validation of Microbial Air Sampling**
- Factors in consideration of collection approaches
  - Design specifics of cleanroom
  - Flow rates
- Determining the ideal sampling approach
  - Aerosol collection
  - Anisokinetic collection

**Speaker TBA**

4:15

**Approaches to Room Decontamination**
- Evaluating the effectiveness of anti-microbial wipes
- Alternate decontamination approaches and advantages/disadvantages
- Sterilization strategies and Sterility Assurance Levels (SALs)

**Creighton Kelly**
**Milliken & Company**
Working Group Leader, **Institute of Environmental Sciences and Technology (IEST)**

5:00 Roundtable Sessions

**Roundtable Theme — Environmental Monitoring of Cleanrooms**
At the conclusion of each conference day, participants will have the opportunity to review concepts addressed during the day's sessions, but in an informal, discussion-based environment. Small settings will allow for delegates to pose questions to speakers or other attendees and exchange ideas, comments, etc. These roundtables will be lead by speakers from previous sessions to ensure interactive discussion in a comfortable setting.

5:45 Conclusion of Day One — Track Two Sessions

## Day Two — Thursday, February 13, 2003

8:00 Registration and Continental Breakfast

**Conference Sessions Break into Two Focused Tracks**

**TRACK ONE SESSIONS — Design and Engineering of Cleanroom Environments**

### Section B — Air Handling and HVAC Concepts

8:45

**Opening Remarks from Section Chair**

**Raj Jaisinghani,** President
**Technovation Systems, Inc.**

9:00

**State of the Art Airflow Design in Cleanrooms and Control of Airborne Bioburden**

Air handling design is the most important variable affecting the performance of cleanrooms – and initial and operating costs. This session will examine airflow design methods and present technical models for rational design of airflow. It will be argued that scientific and engineering models need to be developed to meet current industry requirements in a more cost-effective manner. Special emphasis will be applied to energy and operating costs. Examples of performance and actual savings in cleanroom projects will also be provided. Control methods for airborne and surface bioburden will also be presented with field data from a biotech facility using a bactericidal HEPA filtration system. Questions will be raised as to whether or not airflow velocity, initial costs and operating costs can be lowered, while ensuring FDA compliance and maintaining bioburden control.

**Raj Jaisinghani,** President
**Technovations Systems, Inc.**

10:30 Morning Refreshments

11:00

**Controlling Airborne Particulate and Associated Risk – A CDC Laboratory Case Study**

- Allowable particulate levels for the life sciences industry
- FDA and GMP regulations in consideration of HVAC design
- Air distribution models
  - Direct vs. plenum air-flow models
  - Positive vs. negative (reverse-flow) flow models
- Maintaining humidity levels appropriate to control of viable and non-viable particulate
- Considerations of spatial configurations
- Intended applications
- Understanding intended applications and integrating flexibility for future renovations

**Speaker TBA**

11:45

**Filtration Models for Controlled Environments**

- HEPA/ULPA systems design for the controlled environment
  - Filter types and basic usage
- Filter designs and construction
  - Filter construction techniques
  - Pleat geometry/media surface area
  - Pleat precision and uniformity
  - Importance of laminar airflow
  - Energy efficiency vs. filter restriction
- Testing high efficiency filters
  - Importance of testing and types of testing required
- Effectiveness of filter particle removal
  - Particle collection mechanisms
  - Most Penetrating Particle Size (MPPS)
  - Controlling micro-organisms
  - Reducing risk at filters
- Effects of moisture and temperature on filters
  - Microbial growth vs. efficiency
  - Effects of relative humidity and temperature

**Gene Klingbeil,** Product Manager
**Filtration Group, Inc.**

12:30 Luncheon for Delegates and Speakers

1:45

**Validation of Airflow Systems**

- Establishing maintenance procedures and requirements
- Monitoring air quality – testing of viable and non-viable particles
- Training and procedures for operating personnel
- Over-validation and impact on production times and quality

**Gregory Andert,** Associate Director – Maintenance and Engineering
**Elan Pharmaceuticals**

### Section C — Components and Additional Considerations

2:30

**Biological Safety Cabinets**

- Construction of BSCs
- Consideration of applications and safety considerations
  - Evaluation of design alternatives
    - Biological safety cabinets
    - Clean benches
    - Fume hoods
    - Glove boxes
- Biosafety levels – identifying the appropriate cabinet type for specific applications
- Microbiological aerosol tests
  - Considerations for human and product protection
- Airflow models in BSCs
- Exhaust biological safety cabinets
- Decontamination of BSCs

**Dave Stuart, Ph.D.,** Microbiologist
**The Baker Co.**

3:15 Afternoon Refreshments

3:30

**Flooring Approaches to Reduction of Foot-Borne Contamination**

- Foot-borne contamination as a source of viable particles
- Approaches to reduction of foot-borne contaminants
  - Peel-off mats
  - Polymeric flooring
- Effectiveness in reducing viable and non-viable particles
- Importance of equipment and procedures – viewing flooring as an additional precaution

**Tom Mulligan,** President of American Operations
**Dycem**

4:15 Roundtable Sessions

**Roundtable Theme — HVAC, Filtration and Air Handling Systems**

At the conclusion of each conference day, participants will have the opportunity to review concepts addressed during the day's sessions, but in an informal, discussion-based environment. Small settings will allow for delegates to pose questions to speakers or other attendees and exchange ideas, comments, etc. These roundtables will be lead by speakers from previous sessions to ensure interactive discussion in a comfortable setting.

5:00 Conclusion of Track One Sessions

## TRACK TWO SESSIONS — Personnel and Operations Management

8:45

**Opening Remarks from Section Chair**

**Allan W. Ader, Ph.D., DABT,** Principal Toxicologist
**SafeBridge Consultants, Inc.**

9:00

**Personnel Protection from Potent Compounds**
As products become more potent and more effective for patients, the risk scientists incur in manufacturing processes becomes greater. Risk management strategies are integral to facility design, and procedures to protect employees must be carefully developed.

- Exposure control strategies and development of risk management programs
  - Toxicology assessments
  - Dealing with unknown toxicity levels (R&D stages)
  - Quantifying risk
  - Occupational exposure bands
  - Occupational exposure limits

**Robert Sussman, Ph.D.,** Director – Toxicology and Hazard Assessment
**Pfizer Global Research and Development**

10:00

**Health-Based Containment Approaches to Surface-Level Potent Compounds**

- Acceptable surface limits for occupational health purposes
- Potent compound containment approaches

**Allan W. Ader, Ph.D., DABT,** Principal Toxicologist
**SafeBridge Consultants, Inc.**

10:30 Morning Refreshments

11:00

**Implementing Control and Safety Practices within Cleanroom**
This session will focus on the importance of safety programs and strategies for implementation. Critical points of discussion will include development and management of policies, equipment involved and behavioral practices for controlled environments.

- Handwashing, gloving, gowning
- Entering the cleanroom, behavior in the cleanroom, exiting the cleanroom
- Design and engineering considerations of laboratory environments and impact of safety measures

**Jan Eudy,** Corporate Quality Assurance Manager
**Cintas Cleanroom Resources**
Technical Vice President, **Institute of Environmental Sciences and Technology (IEST)**

12:30 Luncheon for Delegates and Speakers

1:45

**Cleaning Issues and Approaches**

- Cleaning systems and environmental regulatory measures
  - Solvents and agents for precision cleaning
  - Environmental drivers and safety measures
- How clean is clean – measuring levels of cleanliness
- Surface preparation and cleanliness
- Particle removal
- Employee awareness and staff training programs
- Understanding the "why's" of all procedures

**Barbara Kanegsberg,** President
**BFK Solutions, Inc.**

3:15 Afternoon Refreshments

3:30 Roundtable Sessions

**Roundtable Theme — Toxicological Risk Assessment Personnel Management**
At the conclusion of each conference day, participants will have the opportunity to review concepts addressed during the day's sessions, but in an informal, discussion-based environment. Small settings will allow for delegates to pose questions to speakers or other attendees and exchange ideas, comments, etc. These roundtables will be lead by speakers from previous sessions to ensure interactive discussion in a comfortable setting.

5:00 Conclusion of Track Two Sessions

**Who Should Attend:** This unique program has been designed to address contamination control approaches specific to pharmaceutical, biotechnology and medical research organizations. Critical aspects of cleanroom development, including design and engineering, standards compliance, personnel practices, and training and administration approaches will be discussed. Conference content has been divided into two primary tracks, allowing for focused discussion.

**Track One — Design and Engineering of Controlled Environments**
Intended for: Directors of Operations, Facility and Safety Engineers, Design Engineers, Project Managers

**Track Two — Personnel Management and Operation with Controlled Environments**
Intended for: Laboratory Practitioners, Microbiologists, Safety and Quality Assurance Managers, Environmental Monitoring Specialists

Program attendees will have the opportunity to hear discussions from both conference tracks. Documentation from all sessions to be provided to conference attendees.

**Business Opportunities:** A limited amount of exhibition space is available at the conference. A variety of sponsorship opportunities covering luncheon, evening functions, and documentation also exist. For further details, contact Michael Robinson, General Manager at 312 894 6375 or michaelr@marcusevansch.com.

# Life Science Contamination Control Forum

**LS016/INT**

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## Registration Contract

Please complete this form immediately and fax back to:

## Fax: 312 894 6390

For further information call 312 894 6418

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## Fees

- ❑ **CONFERENCE + WORKSHOP FEE** **@ $2,395**
- ❑ **CONFERENCE ONLY FEE** **@ $1,995**
- ❑ **ASHRAE MEMBER DISCOUNT: $400 off all registration fees**
- ❑ **CONFERENCE DOCUMENTATION ONLY** **@ $710**

A 21% service charge will be added to all conference fees prior to the event and is inclusive of program materials, luncheon and refreshments.

**PLEASE INDICATE TRACK PREFERENCE:**

Program attendees may attend discussions from both conference tracks, but should indicate track of primary focus to allow for appropriate seating capacities.

- ❑ **Track One** - Design and Engineering of Controlled Environments
- ❑ **Track Two** - Personnel Management and Operation within Controlled Environments

## Premier Plus Discounts

Applies to full conference event only:

- ❑ **3 - 4 ATTENDEES @ $2,295 PER DELEGATE**
- ❑ **5 - 9 ATTENDEES @ $2,195 PER DELEGATE**
- ❑ **10 + ATTENDEES @ $2,095 PER DELEGATE**

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Confirmation Details - If you do not receive a letter outlining the conference details two weeks prior to the event, please contact the Conference Coordinator at **marcus evans**.

marcusevans® conferences

**Conference**: Life Science Contamination Control Forum

**Date(s)**: February 11-13, 2003

**Location**: The Latham Hotel
3000 M St. NW
Washington, DC 20007
Ph: 202 726 5000

**marcus evans: Marcus Evans Inc.**

**Terms & Conditions**:

1. Fees are inclusive of program materials and refreshments.
2. Payment Terms: Following completion and return of the registration form, full payment is required within 5 days from receipt of invoice. PLEASE NOTE: payment must be received prior to the conference date. A receipt will be issued on payment. Due to limited conference space, we advise early registration to avoid disappointment. A 50% cancellation fee will be charged under the terms outlined below. We reserve the right to refuse admission if payment is not received on time.
3. Cancellation/Substitution: Provided the total fee has been paid, substitutions at no extra charge up to 14 days before the event are allowed. Substitutions between 14 days and the date of the event will be allowed subject to an administration fee of equal to 10% of the total fee that is to be transferred. Otherwise all bookings carry a 50% cancellation liability immediately after a signed sales contract has been received by **marcus evans** (as defined above). Cancellations must be received in writing by mail or fax six (6) weeks before the conference is to be held in order to obtain a full credit for any future **marcus evans** conference. Thereafter, the full conference fee is payable and is non-refundable. The service charge is completely non-refundable and non-creditable. Payment terms are five days and payment must be made prior to the start of the conference. Non-payment or non-attendance does not constitute cancellation. By signing this contract, the client agrees that in case of dispute or cancellation of this contract that **marcus evans** will not be able to mitigate its losses for any less than 50% of the total contract value. If, for any reason, **marcus evans** decides to cancel or postpone this conference, **marcus evans** is not responsible for covering airfare, hotel, or other travel costs incurred by clients. The conference fee will not be refunded, but can be credited to a future conference. Event program content is subject to change without notice.
4. Copyright etc: All intellectual property rights in all materials produced or distributed by **marcus evans** in connection with this event is expressly reserved and any unauthorized duplication, publication or distribution is prohibited.
5. Client information is kept on **marcus evans** group companies database and used by **marcus evans** group companies to assist in providing selected products and services which maybe of interest to the Client and which will be communicated by letter, phone, fax, (inc. automatic dialling) email or other electronic means. If you do not want **marcus evans** to do this please tick this box [ ]. For training and security purposes telephone calls maybe recorded.
6. Important note: While every reasonable effort will be made to adhere to the advertised package, **marcus evans** reserves the right to change event dates, sites or location or omit event features, or merge the event with another event, as it deems necessary without penalty and in such situations no refunds, part refunds or alternative offers shall be made. In the event that **marcus evans** permanently cancels the event for any reason whatsoever, (including, but not limited to any force majeure occurrence) and provided that the event is not postponed to a later date nor is merged with another event, the Client shall receive a credit note for the amount that the Client has paid to such permanently cancelled event, valid for up to six months to be used at another **marcus evans** event. No refunds, part refunds or alternative offers shall be made.
7. Governing law: This Agreement shall be governed and construed in accordance with the law of Illinois and the parties submit to the exclusive jurisdiction of the Cook County Courts in Illinois. However, **marcus evans** only is entitled to waive this right and submit to the jurisdiction of the courts in which the Client's office is located.
8. Client hereby acknowledges that he/she specifically authorizes that **marcus evans** charge the credit card listed above for the amount provided herein; that this Contract is valid, binding and enforceable; and that he/she has no basis to claim that any payments required under this Contract at any time are improper, disputed or unauthorized in any way. Client acknowledges that they have read and understood all terms of this contract, including, without limitation, the provisions relating to cancellation.

## Authorization

Signatory must be authorized to sign on behalf of contracting organization

Name:

Position:

Email:

Signature: Date: